

Contract Compliance Specialist

The Long-Term Services and Supports (LTSS) Division at TennCare is a center of innovation in the State's Medicaid program. We strive to solve complex problems and continuously improve our processes. We are proud to do things that matter. We help to improve the lives of thousands of the most vulnerable citizens in Tennessee and find creative ways to best utilize our resources.

To ensure that our contractors meet high expectations in delivering supports to older adults, physically disabled adults, and individuals with intellectual and other developmental disabilities in our programs, it is necessary to monitor their performance. The LTSS Division is seeking a Contract Compliance Specialist to assist in this monitoring process. The Contract Compliance Specialist will perform contract compliance audits of Managed Care Organizations and other State agencies, conduct contract research, draft audit reports, review compliance reports and other submitted information, as well as assist with special projects as needed. (*State Classification: Managed Care Specialist 3*)

Primary Duties:

- Design, review, summarize, and manage report and audit deliverables and create documents that allow staff to understand contractors' performance easily
- Design, implement, collect, and review other contract deliverables necessary to assess contractors' compliance
- Identify trends, research causality, and report to the LTSS Division leadership
- Work with units within the LTSS Division to resolve compliance issues as they arise
- Assist with system improvements, outgoing reports, and special projects as needed

Minimum Qualifications:

- Bachelor's degree in relevant field
- Work experience in or with Medicaid, Managed Care, or other related health insurance organizations or programs
- Proficient in the use of Word and Excel
- Professional appearance
- Excellent verbal and written communication skills -- able to communicate in a clear, concise, and logical manner
- Comfortable interacting with people at all levels of an organization
- Skilled in professional interactions around potentially conflict-filled issues
- Skilled in critical thinking and providing input for system improvement (quality and efficiency)
- Demonstrated ability to see projects through to completion with minimal oversight, problem solve in unanticipated situations, manage multiple tasks simultaneously, and adhere to priorities set by supervisor as well as being able to re-prioritize tasks as needed
- Ability to exercise sound judgment

Qualified candidates should send their cover letter and resume to Makeshia.Howell@tn.gov